



Wichita Alarm Program  
455 N Main – 4<sup>th</sup> Floor  
Wichita, KS 67202  
Phone: 316-268-4115  
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## Alarm Users

### Frequently Asked Questions

**Q: The police or fire department did not respond. Why was I fined for a false alarm?**

A: The charge is not based on a police or fire department response. When your alarm company calls the Emergency Communications Center (911) you are fined for a false alarm if the alarm is not cancelled by the alarm company within four (4) minutes.

**Q: My alarm malfunctioned. Why was I fined for a false alarm?**

A: A false alarm caused by a malfunctioning alarm system is still a false alarm. You are responsible for ensuring the alarm system is kept in proper working order.

**Q: There was no one at the residence or business when the alarm went off. Why was I fined for a false alarm?**

A: Alarms frequently activate when there is no one present, especially motion detectors. You are responsible for ensuring your residence or business is secured when you leave. Items within the building can activate motion detectors, including pets, fans, balloons, etc. Secure these items prior to leaving, or contact your alarm company to have the sensitivity level of your system adjusted to accommodate them.

**Q: The police did respond to my alarm call and found an open door. Why was I fined for a false alarm, even if nothing was missing from inside?**

A: If officers find an open door to a residence or business, with no property missing and no new damage to the exterior of the building or the door, this is a false alarm and you will be fined. If there is damage that appears to be old, and was not caused at the time your alarm system activated, you will be fined for a false alarm. You are responsible for securing the residence or business when you leave. If officers respond and, after investigating, believe the door was not properly secured, you will be fined a false alarm.

**Q: My alarm company did not call me prior to calling 911 and the alarm did not go off. Why am I fined for a false alarm?**

A: Alarm systems transmit many different kinds of signals to the alarm company. If you accidentally enter duress or panic signals into the keypad, that signal tells the alarm company there is an emergency at your location. The alarm system will deactivate as if you had entered the correct code, and your

alarm company will call 911 without attempting to contact you. Accidentally hitting a panic button on your alarm remote key fob would have the same result. Please contact your alarm company to determine if either of these situations were the case. You are responsible for ensuring everyone who has access to the system knows how to properly work the system, including arming and disarming it. You are also responsible for keeping your contact information updated with the alarm company.

**Q: What are my payment options and who do I make a check payable to?**

A: Checks or money orders should be made payable to Wichita Alarm Program and can be mailed for your convenience. The mailing address is PO Box 1162, Wichita, KS 67201. At this time, the Wichita Alarm Program is unable to accept payments online. Credit or debit cards are accepted over the phone by the Alarm Administrator at 316-268-4115. All forms of payment are accepted in person by the Alarm Administrator, located at City Hall. The address is 455 N Main – 4<sup>th</sup> Floor, Wichita, KS 67202.

**Q: How do I file an appeal?**

A: Appeals may be submitted to the Alarm Administrator at the above address. All appeals must be in writing, along with a required \$10.00 administrative appeal fee. If the appeal is granted, the appeal fee will be returned to you, the alarm in question will be reinstated to your account, and any associated false alarm fee will be waived. If the appeal is denied, the appeal fee is kept as a processing fee, and the alarm and false alarm fee will stand. A letter will be mailed to you with the outcome of the appeal. In order to process your appeal to the best of our ability, please write a detailed letter explaining how the alarm system activated and submit any documentation you would like considered. Full appeal guidelines can be requested from the Alarm Administrator, and can be mailed, faxed, or emailed to you.

**Q: Is there anything I can do to remove a false alarm fee from my account without filing an appeal?**

A: Yes. Once per permit year, alarm users are allowed to take our online Alarm School and use a passing score to remove one (1) false alarm fee of their choosing. The Alarm School is available on our Crywolf website, listed below. To complete the Alarm School, log in to the website with your user ID and password, read the false alarm prevention material, and answer the 20 test questions. If you pass the test with 70% or better, call us and we will remove one (1) false alarm fee from your account. If you need your user ID and password, please call Crywolf at (877) 888-1355.

**Q: Do I need to notify the Wichita Alarm Program if I move, change alarm companies, or cancel my alarm service?**

A: Yes. If you move to a new address or change alarm companies, a new permit must be created. Please notify the Wichita Alarm Program so that we may close your old permit due to any of these circumstances.